Satisfaction of Social Support Services for Domestic Violence Victims

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Social Support Services & Literature Review

❖ Social Support Agencies: Law Enforcement, Court Clerk, Judge, and Social Worker

❖ Literature Review

Domestic Violence is a crime and the social support agencies must protect the victims to enhance safety and well being.

In the courtroom, a judge can assist victims by listening, identifying the abuse, enforcing corrective steps, building trust and explaining all options.

Research Questions

- ❖ How satisfied were victims of domestic violence with the social support services they received?

- ❖ Is there a difference between gender of judge and satisfaction of their services?

- ❖ Is there a relationship between number of EPO's filed and number of DVO's filed?
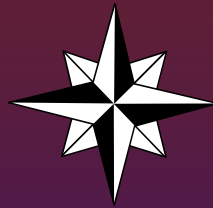
DESIGN & SAMPLE

Design

Descriptive

Non-Experimental

The sample consisted of victims of domestic violence who had been referred to DCBS after the incident.

Sample

❖ Non-Probabilistic

Purposive

N = 40

Measurement Tool

Survey/Questionnaire

❖ Demographics- age, race, education, # kids, # EPO's, # DVO's, gender of judge

❖ Satisfaction Scale (20 questions)

1 "strongly disagree" – 5 "strongly agree"

The officer explained what an EPO is.

The court clerk explained what was going to happen once I filed the EPO.

The judge listened as I explained the domestic violence incident.

The social worker was helpful and explained what might happen after the court hearing.

Demographics

- Age   (m)   32.5 (sd) 9.09
- Race   92.5% Caucasian, 7.5% African American
- Education   3.28   .60

  57.5% high school, 35% college, 7.5% junior high
- # Kids   1.18   1.03

  32.5% (0), 30% (1), 25% (2), 2.5% (3)
- # EPO's   1.25   .49

  77.5% (1), 20% (2), 2.5% (3)
- # DVO's   1.02   .28

  92.5% (1), 5% (2), 2.5% were not filed

Satisfaction Scale Results

	Mean	Sd
❖ Law Enforcement	3.80	1.18
❖ Court Clerk	2.19	.92
❖ Judge	3.79	.73
❖ Social Services	4.20	.43
❖ Overall Satisfaction	3.98	.36

Judge Gender and Satisfaction of Services Results

❖ Judge Gender

Female   N = 21

Male   N = 19

❖ Satisfaction with Judge

	Mean	Sd
Female	4.24	.39
Male	3.28	.68

❖ Independent Sample T-test

A significant t-test result was found $T(38)=5.49$, $p < .000$

Satisfaction was higher with Female judge.

Pearson Correlation Results

❖ A Pearson correlation coefficient was calculated to see if there was a relationship between # of EPO's filed and # of DVO's filed.

❖ A moderate positive correlation was found $(r(38)=.517, p<.01)$ indicating a significant relationship between the two variables. # of EPO's filed correlates with # of DVO's filed.

Discussion

❖ Overall, it seems that the participants were satisfied with the services they received.

❖ Areas in need of improvement - court services.

❖ It would be nice if there were a multi-disciplinary team inclusive of all services working in collaboration to better serve victims of domestic violence.

Qualitative Study

What impact have social support services had on victims of domestic violence?

Law Enforcement   Court Clerk

Judge   Social Services

Data Collection

❖ Design

Mini-Ethnography

Exploratory

❖ Sample

Non-Probabilistic Purposive

N = 10

Clients were located through a support group for domestic violence victims

❖ Measurement Tool

Interview Guide

One-on-One interviews with 10 DV victims

30 minutes each

Took copious notes

Data was analyzed using the Tesch analysis

Themes & Quotes

❖ Court Services – Not helpful, negative experience, unconcerned, treated unfairly, unprofessional, didn't explain.

"You would think that they would understand the cycle of domestic violence and be professional when helping victims".

"I felt I was wasting the clerk and the judge's time."

"The court process was stressful every time I had a court appearance. It has made me less confident in the court system."

"The clerk didn't explain anything, just told me when to come to court."

Themes & Quotes

❖ Fear

"I was afraid of the whole situation."

"I was so stressed and afraid but I guess the judge listened, because he signed the DVO."

"I was afraid of the reaction from my husband after filing the EPO."

❖ Helpful

"When I spoke with a social worker, for the first time, someone listened to me and tried to actually help me. Made me feel like I wasn't to blame. She sent me to Domestic Violence training and counseled me. She was so helpful and created a positive understanding of what I was going through."

"The judge really listened to me and she made me feel like she was really concerned."

Discussion/Practice Implications

❖ The majority of the participants agreed that in order to improve services, professionals need to be trained to know exactly what domestic violence is and how to better help them through the process.

❖ Each service professional needs to be better trained and and have a good understanding of how to work with victims effectively and appropriately to make it a more positive experience.

"People that deal with victims of domestic violence even if their job only involves collecting and processing information, should be trained to deal with victims appropriately, they should understand that this is a BIG STEP for the victim."